

Retail Electric Supplier Complaint Scorecard

April 2021 Through September 2021

Legend

Lowest Complaint Rate ★★★★★
 Lower Than Average Rate of Complaints ★★★★
 Average Complaint Rate ★★★
 Higher Than Average Rate of Complaints ★★
 Highest Complaint Rate ★

Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	September 2021	August 2021
1	IGS	★★★★★	★★★★★
2	Inspire Energy Holdings LLC	★★★★★	★★★★
3	Public Power	★★★★★	★★★★★
4	Frontier Utilities Northeast	★★★★★	★★★★★
5	American Power & Gas of IL, LLC	★★★★★	★★★★★
6	Starion Energy PA Inc.	★★★★★	★★
7	Hero Power	★★★★★	★★★★★
8	MidAmerican Energy Services	★★★★★	★★★★★
9	ENGIE Power & Gas LLC ** ‡	★★★★★	★★★★★
10	Everyday Energy. LLC d/b/a Energy Rewards	★★★★★	★★★★★
11	South Bay Energy Corp.	★★★★★	★★★★★
12	Josco Energy II Llc ‡	★★★★★	★★★★★
13	Homefield Energy	★★★★★	★★★★★
14	Constellation	★★★★★	★★★★★
15	Green Mountain Energy	★★★★★	★★★★★
16	Dynegy	★★★★★	★★★★★
17	Nordic Energy Services	★★★★★	★★★★★
18	MC Squared Energy Services	★★★★★	★★★★★
19	National Gas & Electric	★★★★★	★★★★★
20	Star Energy Partners LLC	★★★★	★★★★
21	Direct Energy Services	★★★★	★★★★
22	Vista Energy Marketing, L.P.	★★★★	★★★★
23	Ambit	★★★★	★★★★★
24	Eligo Energy IL, LLC	★★★★	★★★★
25	AEP	★★★★	★★★★
26	Reliant Energy Northeast d/b/a NRG Retail Solutions	★★★★	★★★★
27	Viridian Energy PA LLC	★★★	★★★
28	Energy Harbor	★★★	★★★★
29	Cleanchoice Energy f/k/a Ethical Electric	★★★	★★★
30	IDT Energy	★★★	★★
31	Xoom Energy Illinois, LLC	★★★	★★★
32	Just Energy f/k/a Commerce d/b/a Tara Energy	★★★	★★★
33	Energy Plus Holdings LLC	★★★	★★★
34	Santanna Natural Gas Corporation	★★★	★★★
35	Rushmore Energy	★★★	★★★★★
36	Residents Energy	★★★	★★
37	Spark Energy	★★★	★★
38	Liberty Power	★★★	★★★
39	Tomorrow Energy Corp	★★	★★
40	ResCom Energy	★★	★★

Rank	Supplier	September 2021	August 2021
41	Great American Power, LLC	★ ★	★ ★
42	Energy Services Providers d/b/a Illinois Gas & Electric	★ ★	★ ★ ★
43	North American Power and Gas	★ ★	★ ★
44	Pure Energy USA II, LLC	★ ★	★ ★ ★
45	Engie Retail d/b/a Think Energy	★ ★	★ ★ ★ ★
46	Clearview Electric	★ ★	★ ★
47	Smart Energy Holdings, LLC	★ ★	★ ★
48	Park Power	★ ★	★ ★
49	Stream Energy Illinois, LLC	★ ★	★ ★
50	Indra Energy ***	★ ★	★ ★
51	RPA Energy Inc.	★	★
52	Mega Energy	★	★
53	Sfe Energy Illinois, Inc	★	★
54	Alpha Gas & Electric, LLC	★	★
55	RealGY	★	★
56	Major Energy	★	★
57	Switch Energy, LLC	★	★
58	Atlantic Energy	★	★

Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

‡ Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

** Supplier was formerly known as Plymouth Rock Energy, LLC

*** Supplier was formerly known as PALMCo Energy